A.O. Smith®

puritee+™ HOT
WATER PURIFIERS

Product Design: REGD:250020

INSTANT HOT WATER

100% RO | WITH **MINERALISED** & PURIFIED **HOT WATER**

PURE&SURE™
SUPERIOR TECHNOLOGY FOR ADVANCED PROTECTION.

A. O. SMITH
POWER OF 1 SERVICE
HOUR RESPONSE#
DAY RESOLUTION
TIME FIX

EXPERT COMPANY SERVICE

Toll Free No.: **1800-103-2468** or
SMS us: **+91 99410 32468** or
Email us: **aosmithcs@aosmithindia.com**

Monday to Friday: 9 am to 8 pm.
Saturday & Sunday: 9 am to 6 pm.

For calls registered at A. O. Smith call centre before 4 pm only. For more details please call our Toll Free No. 1800-103-2468 or log on to www.aosmithindia.com.

www.aosmithindia.com

USER GUIDE

Size: A5 [148.5 mm (W) x 210 mm (H)]
Part No.: 329844-000_R0
Date: 13-08-2014

Dear Customer,

Congratulations and welcome to A. O. Smith family.

We thank you for the trust you have shown in choosing the A. O. Smith water purifier.

Puritee+ Hot™ is one of the most advanced RO water purifier available in the market today. It is specially designed keeping in mind today's water quality and your needs.

Millions of customers all over the world trust A. O. Smith Products for their quality and workmanship.

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your water purifier, just call us from any phone, anywhere in the country to our **Toll Free Customer Care No. 1800-103-2468.**

Please go through this simple and easy to read instruction and installation manual to get the best out of your A. O. Smith Puritee+ Hot™ water purifier.

We once again thank you for choosing A. O. Smith.

Yours Sincerely,
Team A. O. Smith

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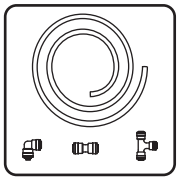
What's in the box?

Water Purifier

User Guide

Mounting Accessories



Tube & Connectors

Key Features of your Puritee+ Hot™ RO water purifier

PURITY THROUGH 7 STAGE PURIFICATION

7S TECHNOLOGY: Pre-filter + Sediment filter + Pre Carbon filter + RO Membrane + MIN-TECH (Mineraliser Technology) + Silver Activated Post Carbon + SCMT (Silver Charged Membrane Technology). In A. O. Smith Puritee+ Hot™ 100% of the water passes through the RO membrane and Double Purified by SCMT.

ADVANCE UNIQUE PATENTED SSM TECHNOLOGY (SIDE STREAM RO MEMBRANE)

Suitable for water with low and high (upto 2000 ppm) TDS. Wastes less water and improves pure water recovery.

RO + SCMT (SILVER CHARGED MEMBRANE TECHNOLOGY)

Double purification system which ensures absolute purity of water.

MIN-TECH (MINERALISER TECHNOLOGY)

Balances the pH of the water & adds essential minerals back to pure water.

HOT WATER AT A PRESS OF BUTTON

Only RO in India that gives you purified hot water with added minerals at two temperature choices.

INDIA'S FIRST RO WITH NIGHT ASSIST

Glow effect guides you to your water purifier at night and makes your kitchen look good.

TWIN ADVANCE ALERT TECHNOLOGY

For Sediment + Pre Carbon and RO membrane + other filters change.

ADVANCED PRE-FILTER & SEDIMENT FILTER

For effective removal of suspended solids and sediment from water and to ensure better life of RO membrane.

CONVENIENCE

Pure water storage capacity of 10 litres. Provision for both wall mounting & table top.

DIGITAL

Digital display for simple and intelligent display of information.

Pre-instruction Literature

On Receipt

It is our policy to promote safe delivery of all orders. This product shipment has been thoroughly checked, packed and quality certified before leaving our plant.

Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express delivery agent makes an appropriate notation on your freight bill or receipt.

Concealed Loss or Damage

When a shipment has been delivered to you in apparent good condition, but upon opening the crate or container, loss or damage has taken place while in transit, inform the carrier's agent / A. O. Smith representative immediately.

About this Manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith Puritee+ Hot™ water purifier.

This does not contain the full servicing procedures necessary for continued successful operation of this equipment. The services of a qualified A. O. Smith service personnel must be employed periodically on the same.

Do not operate before reading manual supplied with this product.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. A. O. Smith assumes no liability for installation or servicing performed by any unauthorised personnel. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

General Instructions

Safety

Your safety and the safety of your loved ones is paramount. There are several safety related messages in this manual, which have been provided during various stages such as the installation, operation and maintenance of your Puritee+ Hot™ water purifier. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this manual.

This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING".

DANGER Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your Puritee+ Hot™ water purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that water purifier must be installed by a A. O. Smith Company Service technician only.

Before proceeding with the installation instructions:

1. Inspect the Puritee+ Hot™ water purifier and its component parts for possible damage. DO NOT install or attempt to repair any damaged component parts. If you detect any damage in your Puritee+ Hot™ water purifier please contact the company through Customer care centre, details of which are mentioned in this manual and on the product.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the Puritee+ Hot™ water purifier manual.

Introduction

Puritee+ Hot™ water purifier uses one of the latest technologies used in water purification process. Puritee+ Hot™ water purifier works under the principle of RO (Reverse Osmosis) technology which is found to be one of the most effective process. In this process water under pressure is passed through a semi-permeable membrane. Purified water is collected for drinking in a storage tank and impurities in the water are flushed to the drain.

Why water purification is important?

Water purification, today is essential due to the presence of vivid and harmful contaminants present in the water supply. Rapid urbanisation and speedy industrial growth have led to significant pollutants and contaminants being found in the water supply. This is a list of some of the harmful contaminants found today in the water supply which if consumed in excess can be detrimental to human health.

- TDS (Total Dissolved Solids).
- VOC (Volatile Organic Compounds).
- Heavy metals like Iron, Mercury, Arsenic, Copper, Lead etc, Pesticides, Imbalanced pH.
- Microorganisms such as pathogenic bacteria, virus, protozoa and cysts.

Puritee+ Hot™ water purifier removes excessive TDS (Total Dissolved Solids) like Calcium, Magnesium, Sodium, Bicarbonates, Chlorides and Sulphates in water by 90%. This restores the natural taste of water. Puritee+ Hot™ water purifier also reduces heavy metals like Arsenic, Fluoride and Lead. It balances the pH value and it also removes bacteria and viruses. By this, it ensures you safe and great tasting water.

How does Puritee+ Hot™ water purifier work?

Puritee+ Hot™ water purifier has 7 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the inbuilt storage tank.

- **Stage 1** – Pre-filter
  The Pre-filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the Sediment filter.
- **Stage 2** – Sediment filter
  The Sediment filter is used to remove fine and coarse physical contaminants present in the water. This improves life of the Pre Carbon filter and ensures efficient working of RO membrane.

- **Stage 3** – Pre Carbon filter
  The Pre Carbon filter uses carbon block with high adsorbtion capacity which reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc., from water. It also adsorbs bad taste and odour causing organic compounds from water.

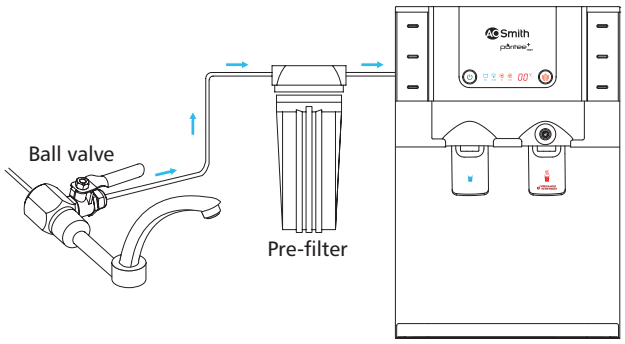
- **Stage 4** – RO (Reverse Osmosis) membrane
  RO membrane contains semi-permeable membrane wherein the water is passed through the semi-permeable membrane to remove TDS (Total Dissolved Solids) and heavy metals like Mercury, Arsenic, Copper, Lead etc. It also removes microorganisms like bacteria, virus, protozoa and cysts.

- **Stage 5** – MIN-TECH (Mineraliser Technology)
  The MIN-TECH contains Calcium and Magnesium minerals which helps to improve the taste and quality of water. It adds the required essential minerals back to water and balances the pH of water.

- **Stage 6** – Silver Activated Post Carbon
  Water is passed through Silver Activated Post Carbon which acts as polisher and enhances the taste of water.

- **Stage 7** – SCMT filter (Silver Charged Membrane Technology)
  In the final stage water is passed through SCMT filter which ensures double purification of water making it Pure & Sure for drinking.

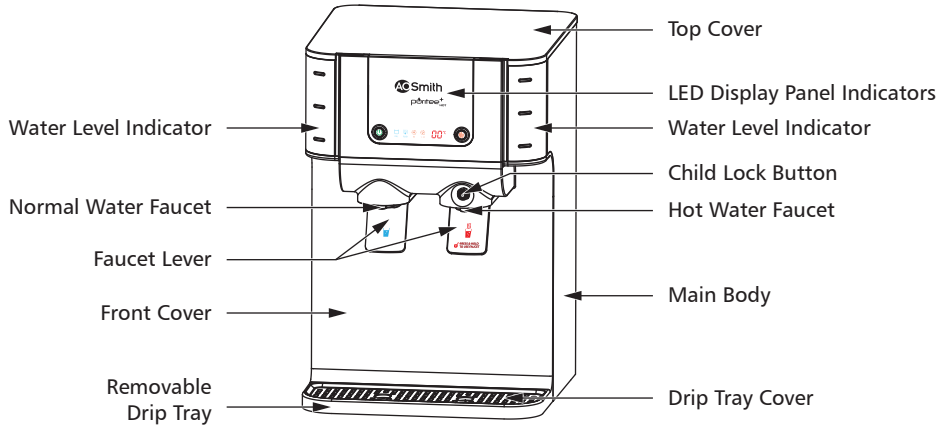
Figure 1

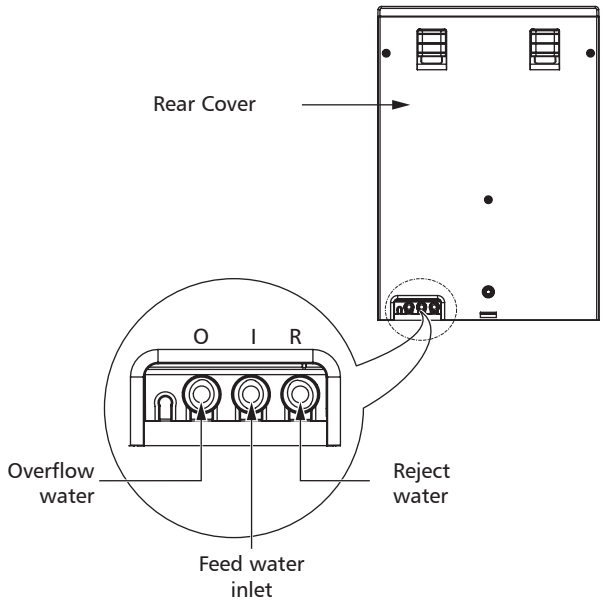


Note: The Pre-filter and the Ball Valve comes along with the product as standard accessories.

Product Overview

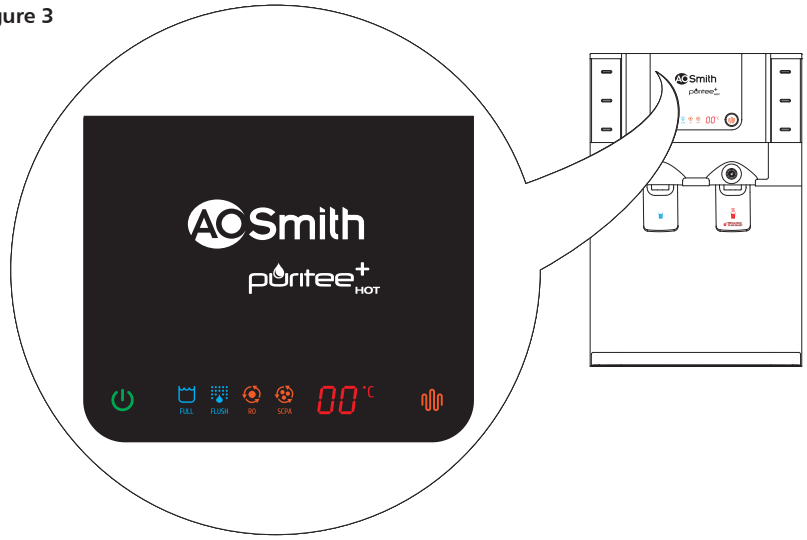
Figure 2





Function of indicators

Figure 3



Power Button

This button is used to switch ON/OFF the water purifier.

- When there is a leak in the water purifier, the power button starts to blink with continuous beep till it is fixed.
- When the water pressure is lower than required water pressure limits, the power button starts to blink continuously with the beep sound for 10 seconds till the water pressure becomes normal.

Note: Call A. O. Smith Customer care centre, if you notice continuous blinking of Power light.

Tank full indicator

This indicates that the water purifier tank is full.

- When there is an overflow the indicator starts to blink with continuous beep till it is fixed.

Note: Call A. O. Smith Customer care centre, if you notice continuous blinking of Tank full indicator.

Auto flush indicator

This indicates flushing is in progress. Every time the water purification process is activated the auto flushing mechanism cleans the RO membrane. It enhances the life of RO membrane.

Note: Call A. O. Smith Customer care centre, if you notice continuous blinking of Auto flush indicator.

RO change indicator

This indicates that the MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane needs to be replaced.

- RO change indicator glows when 10% life is remaining, indicating that it is time to replace MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane.
- When MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane life reaches its end, this indicator will start to blink continuously. The unit will not function until MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane are replaced.
- RO change indicator keeps blinking continuously with the buzzer beeping for 10 times every time the system is switched ON. The unit will not function until MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane are replaced.

Note: Call A. O. Smith Customer care centre, to replace the MIN-TECH, Silver Activated Post Carbon, SCMT filter and/or RO membrane.

SCPA change indicator

This indicates that the Sediment filter and/or Pre Carbon filter needs to be replaced.

- SCPA change indicator glows when 10% life is remaining, indicating that it is time to change Sediment filter and/or Pre Carbon filter.
- When Sediment filter and/or Pre Carbon filter life reaches its end, this indicator will start to blink continuously and the unit will not function until Sediment filter and/or Pre Carbon filter are replaced.
- SCPA change indicator keeps blinking continuously with the buzzer beeping for 10 times every time the system is switched ON. The unit will not function until Sediment filter and/or Pre Carbon filter are replaced.

Note: Call A. O. Smith Customer care centre, to replace the Sediment filter and/or Pre Carbon filter.

Temperature indicator 00 °C

This indicates the temperature of water inside the hot water tank and displays the Error code incase of fault in the water purifier.

Note: Call A. O. Smith Customer care centre, if you notice any Error messages (Refer page 23).

Water Heating Button

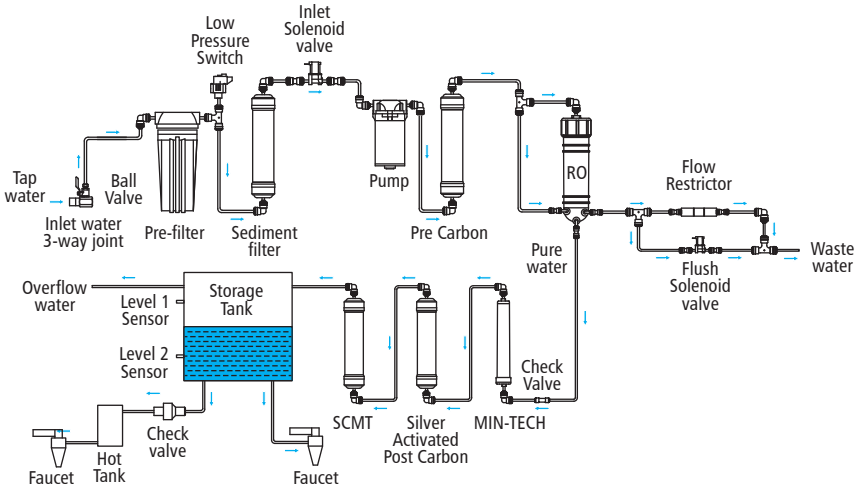
This purifier is capable of dispensing warm (45°C) water and hot (80°C) water as per customer desire. Water heating button is used to heat the water inside the hot water tank of the purifier.

Child Lock Button

As a safety feature while dispensing hot water, the purifier has a built-in Child lock feature. This button prevents accidental dispense of hot water.

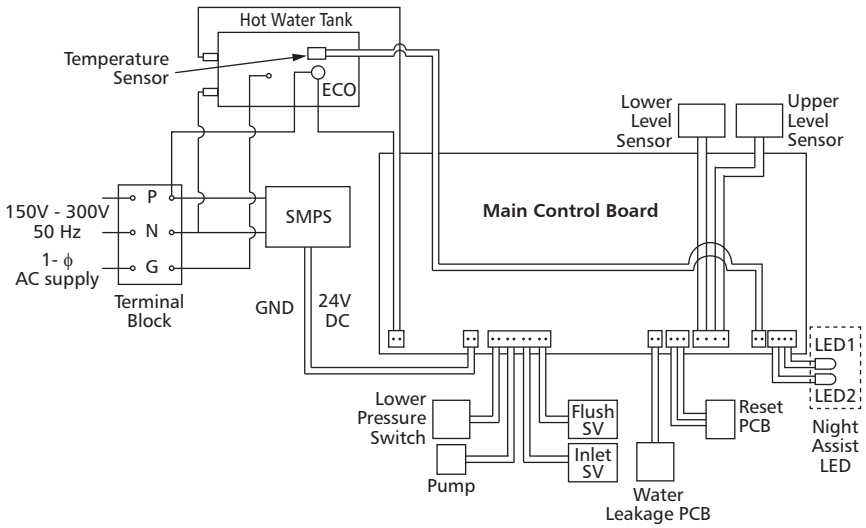
Water flow

Figure 4



Electrical diagram

Figure 5



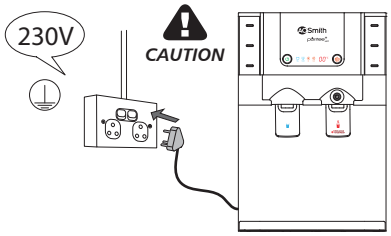
Safety Precautions

Electrical safety

Even though the product is designed keeping highest safety standards in mind, there are certain Do's and Dont's which needs to be followed while using this product.

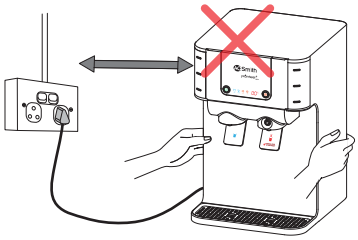
Power plug must be used with a grounded 230V outlet. (Figure 6)

Figure 6



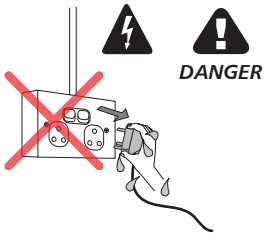
Do not move the product when product is running. (Figure 7)

Figure 7



Do not pull out or touch power plug with wet hands to avoid electrical shock. (Figure 8)

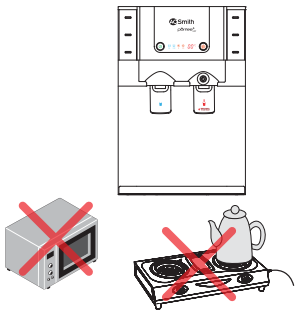
Figure 8



Installation

Do not place heating equipment, electric heater, etc. near the product. (Figure 9)

Figure 9

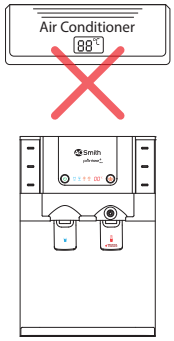


Do not install the product on an unstable or moving place. (Figure 10)

Figure 10

Do not install the product close to an Air Conditioner. (Figure 11)

Figure 11

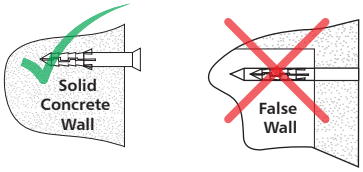


Install the product away from direct sunlight. (Figure 12)

Figure 12

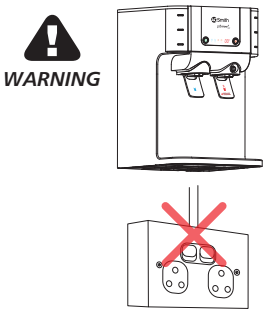
Do not install the product on any false wall. (Figure 13)

Figure 13



Do not install the product above any electric socket. (Figure 14)

Figure 14



Do not try to open the product for cleaning the filters or for any part replacements. This is done only by qualified A. O. Smith Company Service technician. (Figure 15)

Figure 15

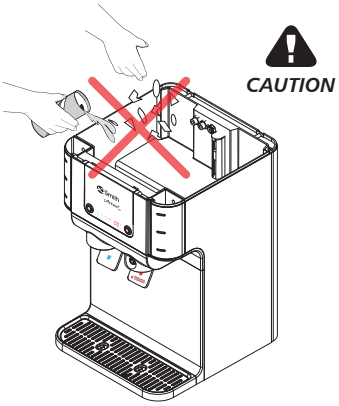
When it is used

Do not put heavy objects on the product. (Figure 16)

Figure 16

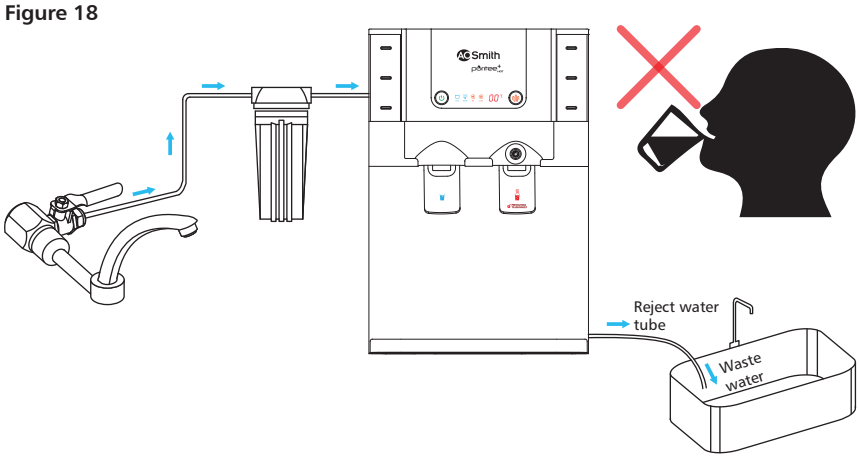
Do not put foreign objects or hand inside the purifier. (Caution is needed, especially for children). (Figure 17)

Figure 17



Do not drink the water from the reject water tube. Reject water should not be consumed in any form. (Figure 18)

Figure 18



Installation instructions

Puritee^{+} Hot™ water purifier can either be wall mounted (Figure 19A) or can be used as table top purifier. (Figure 19B)

Figure 19A

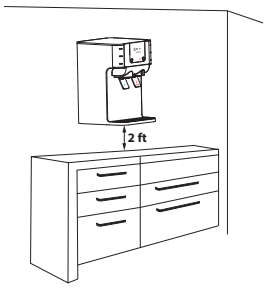
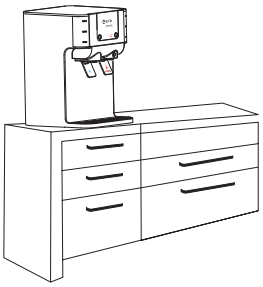


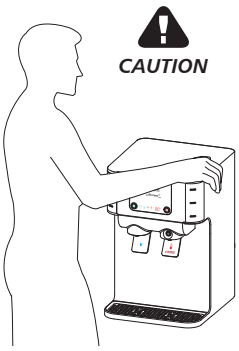
Figure 19B



Note: If the water purifier is wall mounted, make sure that the water purifier is installed not more than 2 feet above the counter top.

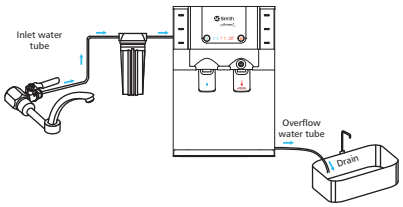
Product should be installed by qualified A. O. Smith Company Service technician only. (Figure 20)

Figure 20



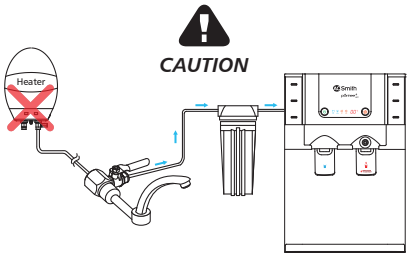
Make sure that the water purifier is installed close to inlet water connection (not more than 1 meter) and drain. The overflow water tube should not be more than 1.5 meters. Avoid sharp bend to the pipes. (Figure 21)

Figure 21



Do not connect hot water to the product. (Figure 22)

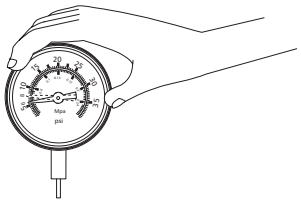
Figure 22



Note: It is recommended not to switch off the water purifier and/or turn off the water supply to the product when it is not been used for more than 24 hrs. The purifier has an in-built cleaning mechanism which cleans the RO membrane every 24 hrs by flushing it. This protects the RO membrane and ensures longer life.

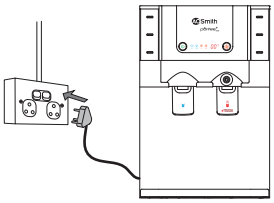
Check the pressure of the inlet water before installing the product. (Figure 23)

Figure 23



Connect the product to the power supply only with the plug that is provided with the purifier. (Figure 24)

Figure 24



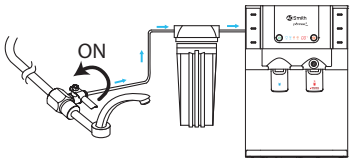
Note:

- Check system input pressure should be in the range of 7 psi to 30 psi.
- In case it is more than 30 psi, use of pressure reducing valve is recommended.
- In case it is less than 7 psi, use of pressure booster pump is recommended.
- Ensure you buy them from A. O. Smith Company Service technician.

How to use

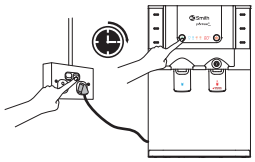
1. Turn ON the water connection through the Ball Valve. (Figure 25)

Figure 25



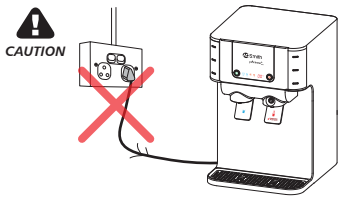
2. Switch ON the Power supply and press the Power Button of the purifier. (Figure 26)

Figure 26



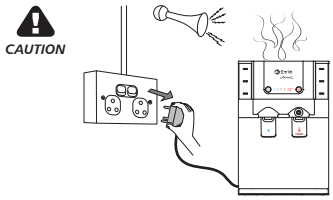
3. Do not use the purifier if the power cord is damaged. Call the Customer care centre. (Figure 27)

Figure 27



4. If there is any strange noise, burning smell or smoke, switch off the power. Unplug the power cord and immediately call the Customer care centre. (Figure 28)

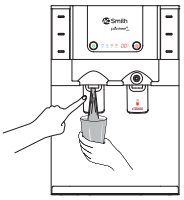
Figure 28



To dispense normal water

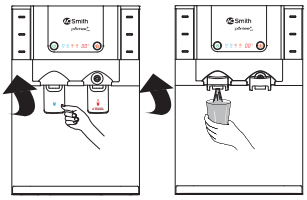
1. To dispense normal water from the storage tank, push and hold the normal water faucet lever. (Figure 29)

Figure 29



2. To dispense normal water continuously, lift up the normal water faucet lever for the continuous water flow. To stop the water flow, pull down the lever. (Figure 30)

Figure 30



Note: Discard the first cycle of pure water, before you start using the water for consumption from purifier.

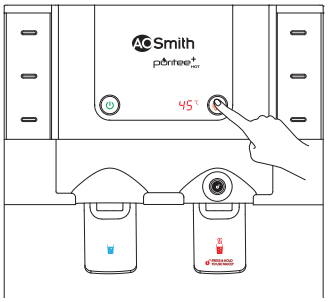
To dispense hot water

This purifier is capable of dispensing warm water (45°C) and hot water (80°C) at two temperature choices.

Dispensing water at 45°C

1. Press the water heating button once. This will set temperature to 45°C which will be displayed on LED.
2. Water heating button glows, indicates heating has started and the LED display shows the current water temperature.
3. Once the temperature reaches 45°C, the heating stops.

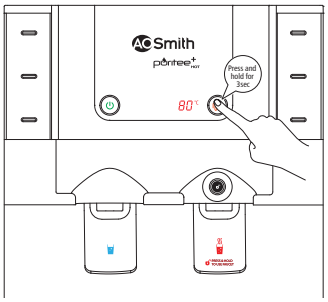
Figure 31



Dispensing water at 80°C

1. Press and hold the water heating button for 3 seconds. This will set temperature to 80°C which will be displayed on LED.
2. Water heating button glows, indicates heating has started and the LED display shows the current water temperature.
3. Once the temperature reaches 80°C, the heating stops.

Figure 32



1. To dispense hot water, press the child lock button once. This unlocks the faucet lever.
   While pressing the child lock button, push and hold the faucet lever to dispense hot water. (Figure 33)

2. To dispense hot water continuously, lift up the faucet lever first, then press the child lock button to dispense water. (Figure 34)

Figure 33

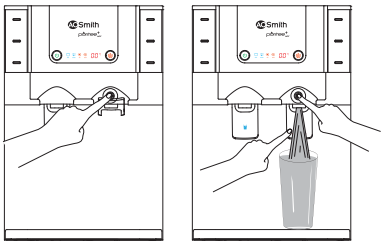
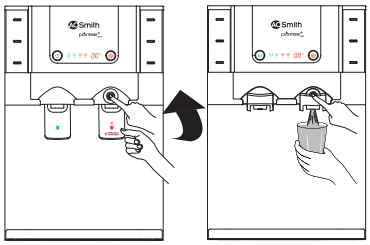


Figure 34



DANGER

Scalding

Hot water is dangerous, especially for childern, aged or the disabled. The water purifier allows you to control the temperature of your hot water. Water temperature 52°C or more can cause severe burns due to scalding.

Note: Make sure to discard the water from the storage tank if you have not used the purifier for more than 2 days.

How to drain water from storage tank

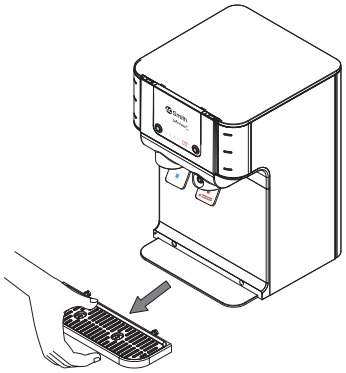
To drain water completely from the purifier, use only the hot water faucet. Drain till you have drained two tank full of water.

Draining Drip Tray

We have provided removable Drip Tray with the product. In case there is slippage of water, it gets collected in Drip Tray.

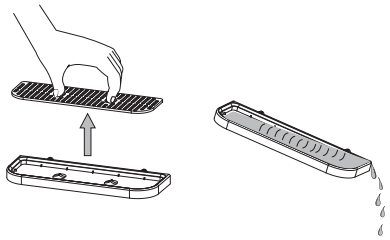
1. Remove the Drip Tray assembly by pulling forward. (Figure 35)

Figure 35



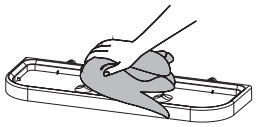
2. Remove Drip Tray cover by pulling upward and then drain completely. (Figure 36)

Figure 36



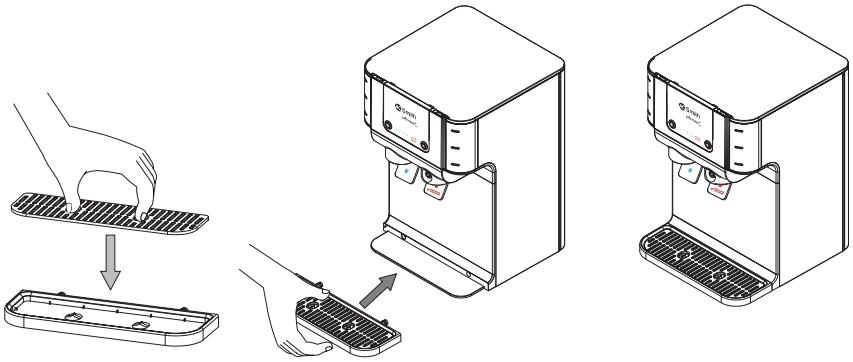
3. Clean the surface of water tray with a soft cloth. (Figure 37)

Figure 37



4. Re-attach the Drip Tray assembly into the purifier. (Figure 38)

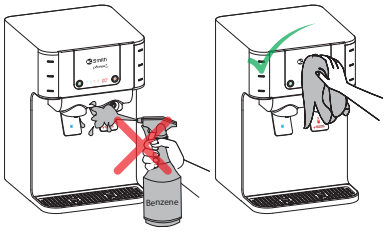
Figure 38



How to maintain your Puritee+ Hot™

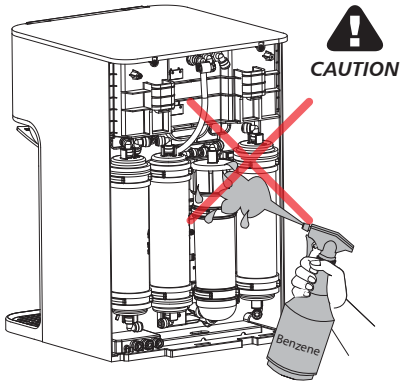
Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth to clean the purifier. (Figure 39)

Figure 39



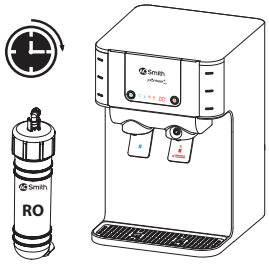
Do not splash water or any chemicals to the filtration system while cleaning. (Figure 40)

Figure 40



Replace filters regularly according to the replacement indications. This is done only by A. O. Smith Company Service technician. (Figure 41)

Figure 41



Use A. O. Smith genuine accessories only, for the optimal performance of the purifier. (Figure 42)

Figure 42

Troubleshooting

Your Puritee+ Hot™ water purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these, please follow the steps given below to troubleshoot the problem without the help from a certified technician. If the problem still persists, please call Customer care centre immediately.

Problems	Check-up	Solution
Change in water taste.	Has the purified water been stored in the tank for long time?	Dispose the stored water and clean the tank.
	Filters / Membrane may require replacement.	Call Customer care centre for replacement.
	Has the raw water quality changed?	Call Customer care centre.
	Check if there is no water flow through reject line.	Flow restrictor might be choked. Call Customer care centre.
Decreased flow of purified water.	Check whether the tap / ball valve is closed.	Open the tap / ball valve.
	Filters / Membrane may be clogged or damaged.	Call Customer care centre for replacement.
Less / No reject water.	Check if the reject water tube is bent.	Clear the bent in the reject water tube.
	Check if the reject water tube is blocked.	Switch OFF the water purifier and call Customer care centre.
No pure water.	Check whether there is water supply in the tap.	If no, take the help of a plumber to set it right.
	Check whether tap / ball valve is closed.	Open the tap / ball valve.
	Check if either RO change or SCPA change is RED.	Call Customer care centre for replacement of filters.
	None of the above.	Call Customer care centre.
No hot water.	Check whether the storage tank is full.	Wait until the storage tank is full.
	Fault in check valve.	Call Customer care centre.

Buzzer beeps and power LED blinks continuously.	Water leak alarm is triggered indicating that there is a leakage inside the purifier.	Switch OFF the water purifier and call Customer care centre.
Buzzer beeps and tank full LED blinks continuously.	Overflow alarm is triggered indicating that the level sensor is not functioning.	Switch OFF the water purifier and call Customer care centre.
Buzzer beeps for 8 times and power LED blinks continuously.	Low pressure alarm is triggered indicating that the system input water pressure is not in the required range.	Switch OFF the water purifier and call Customer care centre.
RO change LED glows.	RO change indicator glows when 10% life is remaining indicating that it is time to replace filters.	Call Customer care centre for filters replacement.
Buzzer beeps for 10 times RO change LED blinks continuously.	RO change alarm is triggered indicating that the filters needs to be replaced and the water supply had been stopped.	Switch OFF the water purifier and call Customer care centre for filters replacement.

SCPA change LED glows. 	SCPA change indicator glows when 10% life is remaining indicating that it is time to replace filters.	Call Customer care centre for filters replacement.
Buzzer beeps for 10 times SCPA change LED blinks continuously. 	SCPA change alarm is triggered indicating that the filters needs to be replaced and the water supply had been stopped.	Switch OFF the water purifier and call Customer care centre for filters replacement.

Error Messages and Actions

Error Code/Error Description	Unit Response	Solution
E1 (Element connection fault)	Buzzer beeps for 10 seconds and hot water supply has been stopped.	Call Customer care centre.
E2 (High Temperature Alarm)	Buzzer beeps for 10 seconds and hot water supply has been stopped.	Call Customer care centre.
E3 (NTC Sensor Alarm)	Buzzer beeps for 10 seconds and hot water supply has been stopped.	Call Customer care centre.
E4 (EEEPROM error)	Internal PCB error.	Call Customer care centre.
E5 (Water level sensor error)	Buzzer beeps for 10 seconds, power LED blinks continuously and the purifier stop working.	Switch OFF the water purifier and call Customer care centre.

Technical Specifications

Model	Puritee+ Hot™
Product Dimensions (H x D x W)	480 mm x 368 mm x 322 mm
Net weight	10.8 kgs (approx.)
Gross weight	14.2 kgs (approx.)
Flow rate*	Upto 15 litres per hour
Storage tank capacity	9.2 litres (approx.)
Storage tank capacity (Hot tank)	0.8 litres (approx.)
Purification technology	RO (Reverse Osmosis) + Silver Charged Membrane Technology
7 Stage Purifying Technology	Pre-filter + Sediment filter + Pre Carbon filter + Side Stream RO + MIN-TECH + Silver Activated Post Carbon and SCMT filter
Membrane type	Thin film composite RO membrane
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics
Pump type	Diaphragm pump, 24VDC, 0.26 Amps, Operating Pressure 125 psi (Max.)
Input voltage	150 – 300 VAC, 50 Hz
Power rating (Max.)	60 Watts
Pressure Rating***	7 psi to 30 psi
% Recovery**	Up to 30%
TDS reduction**	≥95% (approx.)
Heating element wattage	500 Watts @ 230 VAC
Warm water temperature	45°C ± 5°C
Hot water temperature	80°C ± 5°C
Emergency cutout temperature	90°C ± 3 °C
Input water temperature	5°C to 45°C

* *Flow rate depends on variable factors such as feed water pressure, feed water characteristics and condition of the membranes and filters.*

** *Recovery and TDS reduction percentages also depend on variable factors such as life and condition of the membranes and filters, feed water pressure, feed water characteristics.*

*** *If input pressure exceeds 30 psi, a pressure reducing valve needs to be installed at the feed line. If the pressure is lower than 7 psi, a booster pump needs to be installed.*

Recommended input feed water quality for the optimum performance of your product.

RECOMMENDED FEED WATER QUALITY	
Parameters	**Limits**
Total Dissolved Solids <TDS>	Up to 2000 ppm
Total hardness	Up to 500 ppm
Turbidity	Up to 5 NTU
Feed water pressure	7 psi to 30 psi
Feed water temperature	5°C to 45°C

Warranty details/Recommended filter change:

Pre-filter change:
The Pre-filter needs to be replaced at 200 hrs or approximately after 2,500 litres of purified water. Depending on the quality of the feed water the Pre-filter may even be changed earlier than 200 hrs.

Sediment and Pre Carbon filters change:
The Sediment and Pre Carbon filters need to be replaced at 200 hrs or approximately after 2,500 litres of purified water.

MIN-TECH, Silver Activated Post Carbon and SCMT filters change:
MIN-TECH, Silver Activated Post Carbon and SCMT filters need to be replaced at 400 hrs or approximately 6,000 litres of purified water.

RO Membrane change:
As per the warranty, the RO membrane needs to be replaced at 400 hrs (approximately 6,000 litres purified water) or 800 hrs (approximately 12,000 litres purified water) depending on the quality of the feed water.

Note: Please go through detailed warranty terms and conditions mentioned on Page No. 29 to 32.

FAQs

1. **What is Puritee+ Hot™ RO water purifier?**
   Puritee+ Hot™ RO is advanced 7 stages RO from A. O. Smith. It is 100% RO with no bypass of water for maximum purity. It is double purified by SCMT (Silver Charged Membrane Technology) and required essential minerals are added back to water. It has options to draw normal, warm and hot water.

2. **Does it have provision of hot water?**
   Yes, you can take hot water from Puritee+ Hot™ RO water purifier.

3. **What temperature for hot water?**
   It has 2 temperature choices. With the first press the water will heat up to 45°C and upon pressing for 3 seconds the water will heat upto 80°C.

4. **Is warm / hot water readily available?**
   It is very convenient to get warm / hot water from your Puritee+ Hot™ RO water purifier. For warm water at 45°C press the temperature setting button once and within 2 minutes you will get warm water. For hot water at 80°C press the temperature setting button for 3 seconds and in about 5 minutes you can draw hot water.

5. **What is night assist?**
   India's first RO water purifier with night assist technology along with light at the point of water dispensing. It is designed for the ease of taking a glass of water in the middle of night. It also keeps your kitchen beautifully illuminated.

6. **What is child lock protection?**
   India's first RO with child lock feature inbuilt to meet the international standards of safety for you and your loved ones. It is designed to ensures protection from hot water spillage when you don't intend to take.

7. **Does it give cold water?**
   No, it gives water at normal temperature and at 2 hot water temperature choices.

8. **What is 100% RO with mineraliser?**
   In ordinary RO+UV water purifiers, some amount of water is made to bypass the RO membrane. With this, heavy metals, unwanted salts and pesticides also pass through. In A. O. Smith Puritee+ Hot™ 100% of the water is passed through the RO membrane which ensures maximum purity of water and required minerals are added back to pure water.

9. **How many stages Puritee+ Hot™ has? And what are the stages?**
   Puritee+ Hot™ RO has 7 stages of purification which are Pre-filter + Sediment filter + Pre Carbon filter + RO Membrane + MIN-TECH (Mineraliser Technology) + Silver Activated Post Carbon + SCMT (Silver Charged Membrane Technology).

10. **How is it different from Puritee™?**
    Puritee™ is 5 stage 100% RO whereas Puritee+ Hot™ is a 7 stage RO with double purity and added minerals. It also has advanced hot water dispensing at 2 temperature setting.

11. **What is SCMT?**
Silver Charged Membrane Technology is double purification of water after the RO membrane to ensure absolute purity.

12. **What is RO+SCMT?**
It is unique double purification process to ensure absolute purity of water.

13. **Does it retain minerals?**
Yes, Puritee+ Hot™ has an additional mineral filter (MIN-TECH) which adds essential minerals back to water.

14. **What is MIN-TECH?**
MIN-TECH is Mineraliser Technology to add essential minerals back to water.

15. **What is the storage capacity of Puritee+ Hot™?**
It has total capacity of 10 litres, 9.2 litres for ambient temperature water and 800 ml for hot water.

16. **What is the purification flow rate of Puritee+ Hot™?**
Up to 15 litres per hour, purification capacity also depends on water quality, condition of filters and RO membrane.

17. **Does it have Pre-filter? Is it free?**
Yes, Puritee+ Hot™ water purifier comes with a Pre-filter which is part of the product.

18. **What all alerts do Puritee+ Hot™ has?**
Puritee+ Hot™ has alerts to change the SCPA (Sediment and Pre Carbon) and RO membrane, Silver Activated Post Carbon along with SCMT (Silver Charged Membrane Technology) and MIN-TECH (Mineraliser).

19. **When does the Puritee+ Hot™ water purifier indicate a filter change?**
The first notification is indicated when the consumption of the filter life is at 90%. When the filter life consumption is at 100%, the water purifier automatically stops functioning.

20. **What is the nature of indication for the change in filter?**
On the first intimation when the filter life is at 90% the respective filter indicator will start to blink. On 100% filter life consumption, the blinking will be replaced with a constant light in the respective indicator.

21. **In the Puritee+ Hot™ water purifier, what is the life of the RO membrane?**
The life of RO membrane in the Puritee+ Hot™ water purifier is 800 hrs or 12,000 litres of pure water. It generally would last for 2 years assuming a per day consumption of 15 litres, under the input water norms.

22. **What is the digital display in Puritee+ Hot™?**
Digital display in Puritee+ Hot™ indicates 1) Tank full 2) Flushing of RO membrane 3) Change of SCPA (Sediment and Pre Carbon) 4) Change of RO membrane, Silver Activated Post Carbon, MIN-TECH and SCMT 5) Temperature indicator and error indicator.

23. **Can Puritee+ Hot™ be mounted on the wall and can it be table top?**
Yes, Puritee+ Hot™ can be mounted on the wall or can be placed on the counter.

24. **Does it have colour options?**
No, Puritee+ Hot™ comes in one standard colour.

Recommended uses of waste water

Although the rejected water has high concentration of TDS (Total Dissolved Salts) and hardness.
If required it can be used for the following:

1. It can be used for watering the garden and plants.
2 It can be used for mopping and cleaning the floors.

Note: Please consult A. O. Smith Customer care center before using this water.

Warranty Terms and Conditions

Product warranty

A. O. Smith India Water Products Private Limited ("A. O. Smith or Company") warrants this water purifier ("product") against the defects arising from faulty design, workmanship and material subject to the following terms and conditions:

1. All electrical and functional parts are warranted for one (1) year from the date of original purchase.

2. During the first one (1) year of warranty, three (3) Product Health Check Maintenance ("PHCM") visits will be provided free of cost.

3. Any free scheduled PHCM visit will not be carried forward or accumulated. If any PHCM visit is not availed by the customer within 15 days from the fixed schedule, such visit shall be lapsed.

4. A. O. Smith will make reasonable efforts to visit/complete these scheduled visits on scheduled timelines but customer shall also be liable to make a request when PHCM visit is due. If the customer fails to request for a scheduled PHCM visit, the said visit will lapse 15 days from its scheduled date. Customer is not entitled to claim such free visit once it is lapsed.

5. The customer shall notify the Company promptly about any defects noticed and give the Company or its representative adequate opportunity to inspect, test and rectify. Customer shall handover the product, if necessary, with the Company office/authorised service provider along with invoice in the city where it was purchased.

6. The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.

7. The Company's liability under the warranty will be limited only to the product and its defects which occur under conditions of normal operations, under proper usage and maintenance. It excludes defects occurring due to abuse, faulty care, maintenance, repair or alteration to the product or to its parts by unauthorised personnel.

8. The Company's liability under this warranty shall be limited to the first purchaser/end user and will not apply to subsequent sale by original purchaser/end user. However, repaired part(s) will be warranted for the remaining period of original warranty term.

9. It is mandatory to provide the original bill/invoice copy along with duly stamped warranty card at the time of any repair work being done by authorised representative. Date of original purchase is determined by the date of the original bill/invoice copy. However, if invoice/bill is not found with customer, customer data with the Company records will be used to determine the date of original purchase and will be treated as final. If details are not found from the Company records, manufacturing warranty as per the product serial number will be used as date of original purchase.

10. While A. O. Smith will make reasonable efforts to carry out repairs/replacement of parts under warranty within reasonable time, it is expressly made clear that A. O. Smith shall not be responsible to complete the said services within any specified period of time.

11. In the event of any unforeseen circumstances, and spares are not being available, the A. O. Smith's prevailing depreciation rules will be binding on customer to accept as commercial solution in lieu of repairs.

12. If an identical model is no longer available due to a change in law, regulation, or standard, A. O. Smith will replace the product with one having a similar capacity and input. In these instances, the customer will have the option of paying the difference between what was paid for the original model and the new model with the additional features, or receiving a refund of the portion of the purchase price on a pro rata basis allocable to the unexpired portion of the warranty. Company's decision will be final on repair, replacement or refund as aforesaid and Clause 11 and binding on the customer.

13. Warranty is valid within Company Service Network coverage only. In case the customer moves to a non-coverage area, customer needs to bring the product to nearby services network location, Company shall not be responsible for providing services to non-service network area.

14. Notwithstanding anything contained in this warranty terms, the Company shall not be liable in case of failure to provide services under this warranty in case of any force majeure event, i.e., due or attributable to any act of God, orders, restrictions or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout, labour trouble, explosion, insects, rodents or any other cause or circumstance of whatsoever nature beyond the control of A. O. Smith.

15. The customer will have no claim under this warranty in respect of any personal injury, sickness, illness, death, property damage or consequential damages, arised either directly or indirectly due to utilisation of product.

16. A. O. Smith reserves the right to make design and product changes or change the specification at anytime without any obligation to prospective buyers or customers or owners of products previously sold.

17. Warranty does not cover to any accessories provided by dealer or purchased by customer.

18. Warranty does not cover;
    a. Plastic, cosmetic parts and exterior finish.
    b. Consumable parts such as filters except RO membrane (under specified water conditions) as specified in Clause 19 herein below.

c. If defect or fault is caused or occurred due to improper installation by the customer or not installed as per A. O. Smith guidelines specified in product user manual.

d. If failure or damage due to plumbing or other arrangements like, usage of pressure pump, extension of power supply board, non-compatible power socket etc. connected to product. With regard to repairing the existing worn-out/defective part(s) or replacing the same and ascertaining the presence of above circumstances, the decision of A. O. Smith shall be final. In any such event, A. O. Smith will submit a prior estimate for approval or bill for the work to be carried out at the rate prevailing at that time.

e. If product is repaired by unauthorised personnel and usage of non recommended parts or consumables.

f. If product serial number is missing or altered.

g. If damage is caused by pest infestation.

h. If the input water emits pungent smell.

i. If the input water is discoloured.

j. If product is used for commercial purpose.

19. RO membrane will be covered for any material damage, malfunctioning under warranty for specified period as detailed below and effective from date of original purchase.

TDS	Hardness	pH	Warranty for RO Membrane
Less than 2000 ppm	Less than 400 ppm	7.5	2 Years
Less than 2000 ppm	Less than 500 ppm	7.5	1 Year

RO membrane warranty stands applicable only if,

a. Filters are replaced on time as per A. O. Smith service recommendation and as per filter change notification and replaced through A. O. Smith authorised service representative.

b. Product is used only for residential and self consumption purpose.

c. Product shall be in regular use and maintained as per product manual guidelines.

d. Product feed water quality is as per the recommendations. (Refer point 19)

20. The Company shall not be responsible to replace RO membrane at any point of time if output water is satisfactory for drinkable water conditions and RO membrane is performing as per its expected performance of salt rejection.

21. All implied warranties and conditions under law, trade, custom or otherwise are excluded and the warranty and remedies as provided hereinabove are in lieu of all other warranties and remedies to the extent permissible under law.

22. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMERS SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANYTIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.

23. The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Post Warranty

1. The customer may be offered a yearly Service Contract (PHCP*) at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, customer has the option of calling our Authorised service provider and get A. O. Smith Water Purifier unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Service Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

* Visit www.aosmithindia.com for more details on PHCP (Product Health Care Plan).

Jurisdiction

The courts of competent jurisdiction at Bangalore, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Warranty Card

Customer Copy to be retained by the Customer

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name: _____

Address: _____

_____

Phone: _____

Mobile: _____

E-mail: _____

Dealer's Stamp and Signature

Company Copy to be sent back to the Company

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name: _____

Address: _____

_____

Phone: _____

Mobile: _____

E-mail: _____

Dealer's Stamp and Signature

Service and Maintenance

For Service needs:

Please contact our A. O. Smith
Toll Free Number : 1800-103-2468
SMS us : +91 99410 32468
E-mail us : aosmithcs@aosmithindia.com

Registered Office

A. O. Smith India Water Products Private Limited
(formerly known as A. O. Smith India Water Heating Private Limited)
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District - 562 112, Karnataka, India.
CIN: U31909KA2006PTC040282
- Toll Free No.: 1800-103-2468
- Website: www.aosmithindia.com

Product Health Check Visit

Date of Purchase: .....

Purchaser Name: .....

Address: .....

.....

.....

Telephone Number: .....

Installation Request Number: .....

Dealer Name: .....

Address: .....

.....

.....

Invoice Number: .....

Date: .....

Dealer's Stamp & Signature

Some of Our Products

* Product colour and image may vary from the actual product.

Product Health Check Visit Coupons

Product Health Check Visit - 1

Date: / /20

	Sl. No. if replaced
CHECK all electrical functional parts ☐	_____
CHECK Pre-filter by back flushing and later flushing ☐	_____
CHECK Sediment filter by back flushing and later flushing ☐	_____
CHECK Water storage tank and clean with disinfectant ☐	
CHECK & CLEAN Internal and External parts of the unit ☐	
CHECK & CLEAN the connecting pipes and tubes ☐	
CHECK INPUT & OUTPUT TDS ☐	

TDS-Input Water_____ TDS-Filtered Water_____

pH_____ Hardness_____

PHCV-1
Sr. No.:
.....
Service Technician Sign

_____
Customer Sign

_____

Product Health Check Visit - 2

Date: / /20

	Sl. No. if replaced
CHECK all electrical functional parts ☐	_____
CHECK Pre-filter by back flushing and later flushing ☐	_____
CHECK Sediment filter by back flushing and later flushing ☐	_____
CHECK RO - Membrane ☐	_____
CHECK Water storage tank and clean with disinfectant ☐	
CHECK & CLEAN Internal and External parts of the unit ☐	
CHECK & CLEAN the connecting pipes and tubes ☐	
CHECK INPUT & OUTPUT TDS ☐	

TDS-Input Water_____ TDS-Filtered Water_____

pH_____ Hardness_____

PHCV-2
Sr. No.:
.....
Service Technician Sign

_____
Customer Sign

_____

Product Health Check Visit - 3

Date: / /20

	Sl. No. if replaced
CHECK all electrical functional parts ☐	_____
CHECK Pre-filter by back flushing and later flushing ☐	_____
CHECK Sediment filter by back flushing and later flushing ☐	_____
CHECK RO - Membrane ☐	_____
CHECK Other filter performance and replace if necessary ☐	_____
CHECK Water storage tank and clean with disinfectant ☐	
CHECK & CLEAN Internal and External parts of the unit ☐	
CHECK & CLEAN the connecting pipes and tubes ☐	
CHECK INPUT & OUTPUT TDS ☐	

TDS-Input Water_____ TDS-Filtered Water_____

pH_____ Hardness_____

PHCV-3
Sr. No.:
.....
Service Technician Sign

_____
Customer Sign

_____

Disclaimer

Power of 1 is limited to:

1. Calls requested with A. O. Smith Customer care centre on working days before 4 pm.
2. Within city municipal limits only.
3. Restricted to service requests only.
4. Available only in following cities: Ahmedabad, Bangalore, Chandigarh, Chennai, Cochin, Delhi and NCR, Goa, Hyderabad, Kolkata, Pune.
5. Service may differ in case of sunday, public holidays, natural calamities and under unavoidable conditions due to political and regional regulations.

Manufactured by A. O. Smith India Water Products Private Limited
(formerly known as A. O. Smith India Water Heating Private Limited)
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District - 562 112, Karnataka, India.
Toll Free: 1800-103-2468 ■ Website: www.aosmithindia.com
CIN: U31909KA2006PTC040282